

CHILD PLACEMENTS – INCIDENT REPORTING

Process Description

Prepared by: DCS Office of Information Systems



Child Placements – Incident Reporting Process Description Document

Prepared by:

**Department of Children's Services
Office of Information Systems**

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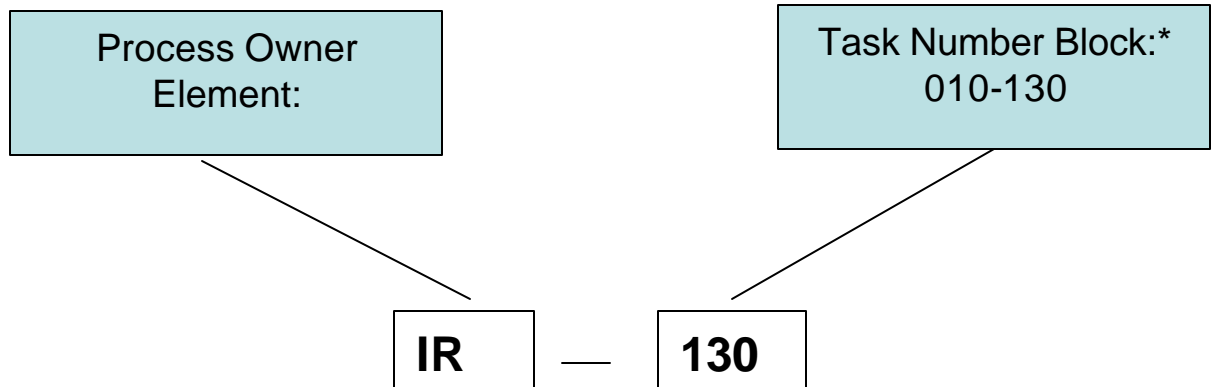
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Process Element Definitions

Task: A unit of work to be completed that is part of the overall process.

Task naming convention:



Task Owner: Indicates the person/group that is responsible for performing the task.

Participants: Individuals and organizations that are actively involved in the process/task, or whose interests may be positively or negatively affected as a result of process execution or process completion.

Inputs: Entry information used specifically to assist in accomplishing the task for which it is aligned. The same input might be applied to multiple tasks.

Performance Metric: A quantitative measurement to assess the task's success.

Performance Steps: The series of steps necessary to accomplish the given task in such manner that it meets the performance metric provided.

Outputs/Deliverables: The deliverables produced from performing the given task using the input information, standard and performance steps to accomplish the outcome. An output might feed several inputs.

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**Note – Initial process flows should increment the numbering between steps by 10s. This will allow for additional steps to be inserted in the future without affecting the entire process narrative and flow.*

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Process Description

Process Name :

Placements – Incident Reporting

Process Manager:

Audrey Corder

Process Description:

This process involves the tasks/activity involved in the report of and response to incidents in the life of a child while in a DCS custody residential placement.

Sub Processes:

None

Interfaces w/ other processes:

Child & Family Custody (Placements), Family Services

Process Participants:

Residential Providers

Contract Foster Home Providers

DCS Foster Parents

Non-Custody Case Care Provider

Case Managers

Team Leaders

Regional Administrator Designees

OIG Group

SIU Group

CPS Central Intake Group

Central Office Group

Medical Group

Performance Metrics:

What Is Measured? – The number, type, residential source and severity of incidents

What Measurement Is Considered Successful? – A decreasing number of reported incidents followed by a decreasing severity of reported incidents

How Is Measurement Data Collected? – Data is collected via input of incident report data into a web-based system by residential provider staff and by Case Managers

How Is Measurement Data Analyzed? – Data can be

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analyzed quantitatively and qualitatively. Quantitative measurement of the number of incidents, by provider, by provider location, by incident type and by severity level exists. Qualitatively, group reviews of all incident reports provide a running sense of what's going on in our placement locations such as what substances are being abused by our kids or what providers are the best/worst caretakers of our kids, etc.

Who Analyzes The Measurement Data? Various point and statistical summary data reports are available to various DCS management. The Executive Director for Well-Being has the primary responsibility for analyzing the measurement data.

Frequency Of Measurement? Data can be measured continuously through the real-time report data availability for any period of time.

Reviews, Assessment, Audit:

Assessments of the program will be made through the statistical reports associated with the functionality

Associated Documentation:

Incident Reporting Manual

Supporting Policy:

01-04, Administration – Incident Reporting
DCS Practice Model Standard – 2-403
DCS Practice Model Standard – 7-206A
DCS Practice Model Standard – 8-306

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Task (IR-010): Child & Family Custody (Placement) Process

Task Owner: Family Services Worker

Participants: Family Services Worker, Resource Manager

Inputs: A DCS child custody episode exists and child is placed in an out-of-home setting. (excludes Youth Development Centers (YDC), DCS Group Homes, and Independent Living)

Performance Metric: None

Performance Steps:

1. A child comes into DCS custody
2. The child is placed in a residential placement setting, excluding YDCs and DCS Group Homes. (**YDCs and DCS Group Homes use 'Critical Incident Reporting Process.')

Outputs/Deliverables:

- None

Task (IR-020): Family Services Process

Task Owner: Family Services Worker

Participants: Family Services Worker

Inputs: Open family services case for child/family.

Performance Metric: None

Performance Steps:

1. DCS has open services (non-custody) case on child/family.

Outputs/Deliverables:

- None

Task (IR-030): Start Incident Reporting Process

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Task Owner: Executive Director Child Well-being/Designee

Participants: Executive Director/Designee, Residential Providers, Family Service Workers, DCS Foster Parent, Non-Residential Service Provider

Inputs: DCS Policy 1.4, Incident Reporting Manual

Performance Metric: No reports of incident occurrence (per our definitions of “incident”) come from our custody children or from other sources absent an IR being generated. Annual review/update of Incident Reporting Manual.

Performance Steps:

1. Executive Director/Designee ensures that the Incident Reporting Manual is reviewed and updated annually.
2. Ensure that all service providers (residential and non-residential) and direct-care staff receive the Incident Reporting manual and are trained on the use of the manual and incident reporting procedures.

Outputs/Deliverables:

- Incident Reporting Manual
 - Incident Reporting Training
-

Task (IR-040): Residential Provider documents an Incident Report

Task Owner: Residential Provider Management

Participants: Residential Provider Management, Staff

Inputs: An incident occurs negatively affecting a child in an active DCS case episode necessitating a need for an Incident Report (IR) to be generated.

Performance Metric: All incident reports as defined in the Incident Reporting Manual should be reported as soon after the incident as possible, not to exceed 24 hours (1 business day).

Performance Steps:

1. Residential Provider management/staff document incident report information.
2. Residential Provider management/staff forward incident report to DCS OIG/Central Office within 24 hours (1 business day) of the incident as defined in Incident Reporting Manual.
3. Residential Provider management/staff forward incident report to Family Service Worker assigned

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to child involved in the incident within 24 hours (1 business day) by policy.

Outputs/Deliverables:

- Incident Reports generated from Residential Providers
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Task (IR-050): Family Service Worker documents an Incident Report on behalf of DCS Foster Parent or Non-Residential Service Provider

Task Owner: Family Service Worker

Participants: Family Service Worker, DCS Foster parent, Non-Residential Service Provider

Inputs: An incident occurs negatively affecting a child in an active DCS case episode necessitating a need for an Incident Report (IR) to be generated.

Performance Metric: The DCS Foster Parent or Non-Residential Service Provider has 24 hours (1 business day) to send an incident report to the Family Services Worker. The Family Services Worker then has 24 hours (1 business day) to forward the incident report to OIG/Central Office.

Performance Steps:

1. DCS Foster Parent or Non-residential service provider reports an incident involving the child to a DCS Family Services Worker (would most likely be the assigned FSW, but could be any FSW).
 2. DCS FSW documents Incident Report.
 3. Using the Incident Reporting Manual, FSW determines whether incident is a Level 1 or 2, or is a Level 3 or 4.
 4. FSW includes incident reports received in child's case file and sends a copy to DCS OIG/Central Office also.
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Outputs/Deliverables:

- Incident Reports generated for DCS Foster Parent/Non-custody Service providers
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Task (IR-060): Is IR a Level 3 or Level 4?

Task Owner: 'Incident Reporter'

Participants: Residential Provider, Non-residential service provider, FSW

Inputs: Incident Reporting Manual

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Performance Metric: All Incident Information must be forwarded to DCS OIG/Central Office and designated regional reviewers within 24 hours (1 business day) of occurrence.

Performance Steps:

1. Incident Reporter uses criteria defined in Incident Reporting Manual to determine the 'Level' of the incident.
2. Level 3's and 4's are forwarded to DCS OIG/Central Office and designated regional reviewers.
3. Level 1's and 2's are forwarded to the FSW assigned to the child involved in the incident.

Outputs/Deliverables:

- Incident level determined

Task (IR-070): Family Service Worker provides appropriate follow-up

Task Owner: Family Service Worker

Participants: Family Service Worker

Inputs: Level 1 or 2 Incident Report received.

Performance Metric: FSW has no set time frame for follow-up that he/she must meet for action he/she chooses to take

Performance Steps:

1. FSW provides follow-up appropriate to the specific incident reported to help ensure that the incident is not repeated or escalates into higher-level incident.
2. FSW documents follow-up action steps taken.

Outputs/Deliverables:

- Incident follow-up provided
- Documentation of follow-up action steps

Task (IR-080): OIG Group members review every Level 3 or 4 Incident Report.

Task Owner: OIG Group Members

Participants: OIG Group Members

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Inputs: Level 3 or 4 Incident Report received

Performance Metric: Level 3, 4 Incident Reports are made available to the OIG Group Members to review within 24 hours (1 business day) of occurrence.

Performance Steps:

1. OIG Group Members review all incoming Level 3, 4 Incident Reports

Outputs/Deliverables:

- None

Task (IR-090): Designated review Group members (regional and state wide) review IRs for children designated for their group.

Task Owner: Designated Group Members (non-OIG)

Participants: Designated Group Members (non-OIG)

Inputs: Level 3, 4 Incident Reports received

Performance Metric: Level 3, 4 Incident Reports should be reviewed by assigned groups within 24 hours (1 business day)

Performance Steps:

1. Non-OIG Group Members read all incoming Level 3, 4 IRs for the incident types directed to their group.

Outputs/Deliverables:

- None

Task (IR-100): Individual Notifications sent to Assigned Family Service Worker, Team Leader and Regional Administrator Designees for each Incident Report involving children assigned to them.

Task Owner: Incident Reporter

Participants: Incident Reporter, Family Service Worker, Team Leader, Regional Administrator Designees

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Inputs: Level 3, 4 Incident Reports received

Performance Metric: In the future, these notifications will be immediate upon entry of a Level 3 or 4 incident report in the anticipated new web system via auto generation of a TNKIDS alert to FSW and TL and auto generation of an email to Regional Administrator Designee(s). (Note: These notifications do not take place currently)

Performance Steps:

1. Notifications are sent to Family Service Worker, Team Leader, Regional Administrator Designees for incoming Level 3, 4 IRs for the children assigned to them. The notification contains child name, client ID, incident type, incident severity, and text stating that the notification is for “information purposes only”.
2. The recipients of these notifications are not expected to take any action unless directed to by the designated review group who also reviews the Incident Report that received an “action” notification.

Outputs/Deliverables:

- Notification to appropriate participants

Task (IR-110): Designated review Group members (regional and statewide) take whatever action is called for on IRs for children designated for their group

Task Owner: Designated Group Members

Participants: Designated Group Members

Inputs: Level 3, 4 Incident Reports received

Performance Metric: The group members referred to here do not currently exist. In the future, an aging report indicating how long an incident report has gone without an incident response record being entered by the group assigned will be available for management oversight. A response should be entered for each IR with 48 hours (2 business days) of DCS receipt of the incident report.

Performance Steps:

1. IRs are directed to groups for review and action based on the “Incident Type(s)” contained in the IR.
2. Groups receive IRs designated for their group.
3. At least one member of the group receiving an “action” notification assesses what actions to take in response to each IR. The actions needed can include, but are not limited to doing nothing,

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making CPS/SIU investigation referrals, making an informal investigation to removing a child (or all children) from a placement setting, initiating termination of a contract to involvement of law enforcement/medical personnel/etc. and any other corrective administrative action that might be called for.

4. At least one member of the group receiving the action notification for the IR directs and coordinates the activity of others throughout DCS in a manner whereby the group has accountability for the handling of the incident.

Outputs/Deliverables:

- Group accountability for each IR
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Task (IR-120): OIG Group Member(s) record 1 or more OIG responses to each IR received

Task Owner: OIG Group Members

Participants: OIG Group Members and anyone they direct to be involved as a result of an IR

Inputs: Level 3, 4 Incident Reports received

Performance Metric: In the future, an aging report indicating how long an incident report has gone without an incident response record being entered by the OIG group assigned will be available for management oversight. A response should be entered for each IR with 48 hours (2 business days) of DCS receipt of the incident report.

Performance Steps:

1. As OIG Group members check into the details of each IR, they develop findings of fact and conclusions about what, if any, action needs to take place as a result of the IR that is not already occurring.
 2. OIG Group members enter 1 or more responses to each IR indicating their findings, conclusions and actions in response to their management of the incident.
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Outputs/Deliverables:

- OIG Response records are created
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Task (IR-130): Group Member(s) record 1 or more IR responses to each IR received

Task Owner: Group Members (non-OIG)

Participants: Group Members (non-OIG) and anyone they direct to be involved as a result of an IR

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Inputs: Level 3, 4 IRs

Performance Metric: The group members referred to here do not currently exist. In the future, an aging report indicating how long an incident report has gone without an incident response record being entered by the group assigned will be available for management oversight. A response should be entered for each IR with 48 hours (2 business days) of DCS receipt of the incident report.

Performance Steps:

1. As Group members (non-OIG) check into the details of each IR, they develop findings of fact and conclusions about what, if any, action needs to take place as a result of the IR that is not already occurring.
 2. Group members enter 1 or more responses to each IR indicating their findings, conclusions and actions in response to their management of the incident.
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Outputs/Deliverables:

- IR Response records are created
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Stakeholder Sign-Offs

Audrey Corder, Executive Director – Child Well-Being

Date

Patricia Sadler, Director – Provider Monitoring

Date